



HEAL NC Success Coach

About HEAL NC:

A partnership of WAGES and the NC Community Action Association, HEAL NC is a new program designed to empower families to stay together and achieve sustainable livelihoods. What makes HEAL NC different? The focus is on healing the intergenerational, toxic stress that keeps so many of us down. When we learn that trauma is behind some of our health problems and difficult behaviors, we lose a lot of the shame that prevents us from growing and meeting our goals.

Job Description:

The Success Coach implements key aspects of the HEAL NC initiative, providing case management and other resources for families. This position provides education about Adverse Childhood Experiences (ACEs), and how resiliency skills can help people of any age overcome the long-term effects of trauma; staff training will be provided. The Success Coach will also help identify community partners that could benefit participant families. Ultimately, this role will be on the leading edge of a new, evidence-based model that may well become a gold standard for anti-poverty programs.

The NCCAA is headquartered in Raleigh, NC, however the Success Coach will be based in Goldsboro, NC. This position reports to the HEAL NC Program Manager.

Key Responsibilities:

The Success Coach will work closely with 25 families at a time, each of which will receive a monthly stipend for their time and commitment. Duties will include but are not limited to:

- Execute strategies to select, enroll, and prioritize participating families
- Track interaction with families and disseminate monthly participation stipends
- Disseminate evidence-based ACEs programming to all families, promoting tools for resiliency and emotional regulation
- Use motivational interviewing to guide families in setting goals
- Provide comprehensive case management services around economic mobility
- Provide internal and external referrals to ensure holistic family needs are met (e.g., mental health, physical health, housing, transportation, childcare, education/training, employment, etc.)
- Keep detailed case notes of interactions with each family, track children's attendance at Head Start, and support the Head Start Center as needed

- Attempt to document services provided by other WAGES staff in and beyond Head Start, as well as external services that were referred by HEAL NC staff
- Assist with coordinating and executing family engagement events
- Participate in ongoing program evaluation meetings
- Work with Program Manager/Evaluation team to make programmatic adjustments based on preliminary evaluation findings, as needed
- Earn and/or participate in relevant evidence-based certifications/training, as needed
- Other duties as assigned

Qualifications:

- Experience: A minimum of two (2) years of experience working with young children ages 0-5 and their parents or guardians preferred
- Experience with Head Start (and ChildPlus software) is ideal
- Education: Bachelor’s degree in social work, psychology, or related field plus two years of experience; OR associate degree with four years of experience; OR six years of relevant work experience
- Strong understanding of the challenges faced by low-income communities and experience working with community action agencies or similar organizations
- Ability to establish rapport and work effectively with families
- Ability to listen deeply, speak persuasively, and motivate others to make positive changes
- Ability to read and interpret documents such as Head Start Performance Standards, Safety Rules, Operating and Maintenance Instructions, Scoring Checklists and Procedure Manuals
- Ability to create reports, correspondence, and complete data entry effectively and accurately

Compensation

\$40,000 base salary plus comprehensive benefits.

Certificates, Licenses, Registration

Valid North Carolina driver’s license

Drug Testing & Background Check

Applicants being considered for hire must pass a drug test before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration.

As a condition of employment, the candidate must undergo a criminal conviction investigation. Conviction(s) revealed through the background check may not necessarily result in a bar to employment. All convictions are evaluated on a case-by-case basis, considering the nature and gravity of the conviction, time elapsed since the conviction, and job-relatedness.

Physical Demands & Working Environment

The duties of this job are regularly performed in a normal office environment. This position generally works 40 hours per week with occasional evening or weekend hours. Periodically, the employee may work remotely and be expected to meet outside the office and coordinate events at other locations. The employee is expected to meet the physical demands to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General: This job description covers the general nature and level of work performed by the employee assigned to this position. The employee may be required to perform other job-related duties as requested by the Executive Director. All requirements are subject to change over time, and to possible modification to reasonably accommodate individuals with a disability.

Notice of Nondiscrimination: The NCCAA is committed to equal opportunity for all persons without regard to sex, age, race, color, religion, creed, national origin, marital status, disability, or sexual orientation, and any other class of individuals protected from discrimination under state or federal law. It is the policy of the NCCAA to comply with all federal, state, and local laws and regulations regarding equal opportunity. In keeping with that policy, NCCAA is committed to maintaining a work environment that is free of unlawful discrimination and harassment. Accordingly, NCCAA will not tolerate unlawful discrimination against or harassment of any of our employees or others present at our facilities by anyone, including any supervisor, coworker, vendor, client, or customer of NCCAA.

How to Apply

Interested professionals should provide their resume and salary expectations by email only to peg.morrison@nccaa.net. The position will remain open until filled.